

Collect UCS Tech Support Files: B-Series, C-Series, S-Series, X-Series, and Intersight Appliance

Contents

[Introduction](#)

[Background Information](#)

[UCSM](#)

[UCSM Managed Server/Chassis/HyperFlex Server \(Includes HX, B, C, S and X Series\)](#)

[UCS C-Series](#)

[New Interface](#)

[UCS S-Series](#)

[Intersight](#)

[Intersight Appliance \(Connected or Private Virtual Appliance\)](#)

[Related Information](#)

Introduction

This document describes how to collect Cisco Integrated Management Controller, Unified Computing System Manager, and Intersight tech support files.

Background Information

The document describes how to create and download tech support files from Unified Computing System Manager (UCSM) for B-Series, C-Series and X-Series blade servers for release 4.0 and later (HTML Graphical User Interface), for Cisco Integrated Management Controller (CIMC) version 4.0 and later for C-Series servers and S-Series, devices managed by Intersight and for Intersight Appliance.

UCSM

From UCSM, download these types of Tech-support logs:

- UCSM creates a file that contains technical support data for the entire Cisco UCS domain. This file does not include the tech support data for chassis, fabric-extender, rack-server, and server memory.
- UCSM-MGMT creates a file that contains technical support data for the Cisco UCS management services, except for the fabric interconnects.
- Chassis creates a file that contains technical support data for either the CIMCs or I/O modules in a given chassis.
- Fabric-extender creates a file that contains technical support data for a fabric extender.
- Rack-server creates a file that contains technical support data for a C-Series server.
- Server-Memory saves a file that contains server memory technical support data for B-Series and C-Series servers to the specified directory.

- Core-Files - These files result from a UCSM or NXOS process crash. These files are needed to decode and understand what led to the process crash.

Options

☒ ucsm ☐ ucsm-mgmt ☐ chassis ☐ fabric-extender ☐ rack-server ☐ server-memory

Step 1. Navigate to Admin > Faults, Events & Audit Log > TechSupport Files.

The screenshot shows the Cisco UCS Manager interface. The left sidebar contains a navigation menu with the following items: All, Faults, Events and Audit Log (highlighted with a red arrow and '2'), Settings, User Management, Key Management, Communication Management, Stats Management, Time Zone Management, Capability Catalog, License Management, and Device Connector. The main area is titled 'All / Faults, Events and Audit Log / TechSupport Files'. It features a table with the following columns: Name, Oper State, Size, Fabric ID, and URI. The table contains one row: '20250314133758_UCSM_logs.tar', 'Available', '10240', 'B', and 'techsupport/20250314133758_UCS...'. At the bottom of the main area, there is a button 'Create and Download a Tech Support File' (highlighted with a red arrow and '4') and a 'Create a Tech Support File' link. The bottom of the interface has 'Save Changes' and 'Reset Values' buttons.

Name	Oper State	Size	Fabric ID	URI
20250314133758_UCSM_logs.tar	Available	10240	B	techsupport/20250314133758_UCS...

Step 2. From Options, select the technical support data to download.

Create and Download a Tech Support File



Options

Create and Download a Tech Support File

☒ **ucsm** ☐ ucs-mgmt ☐ chassis ☐ fabric-extender ☐ rack-server ☐ server-memory

Technical support data for the entire UCSM instance will be created and downloaded to the default browser download location.

☐ Exclude Commands

☐ Include Fabric Interconnect Trace Logs

Selecting "Exclude Commands" reduces the tech support collection time by excluding all the CLI commands from the file. Do not select this option unless advised to by TAC.

OK

Cancel

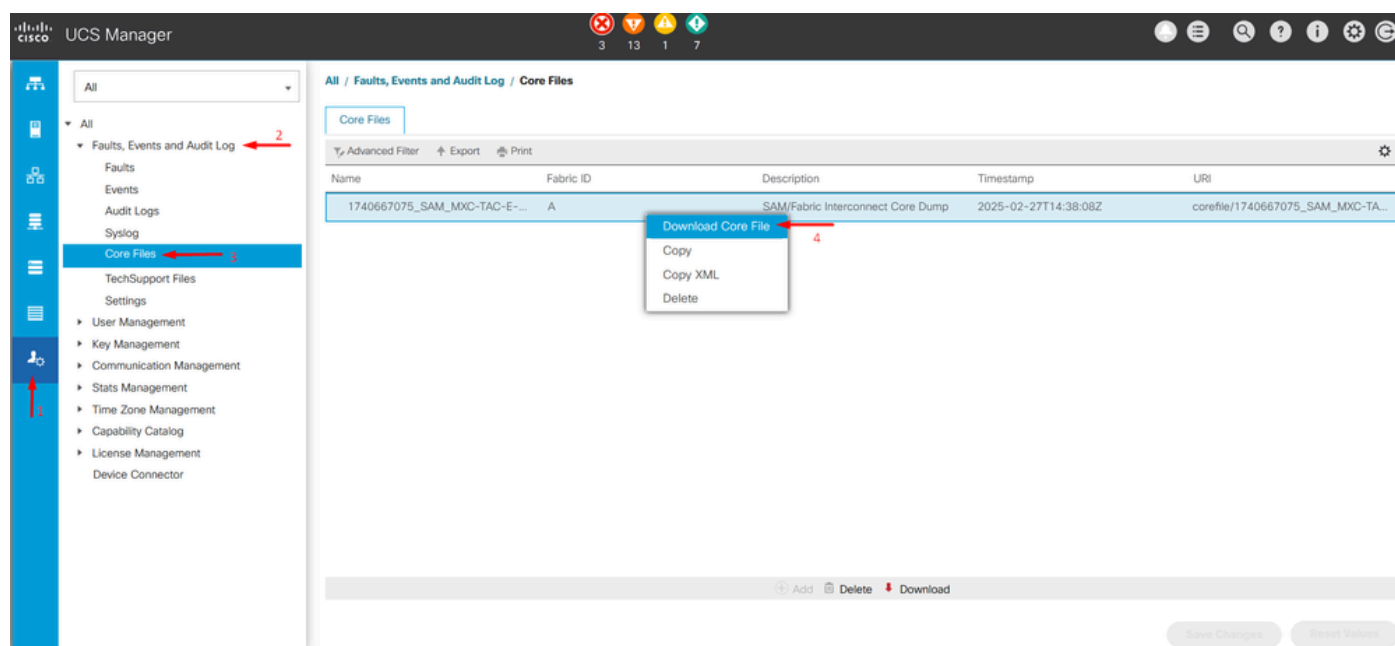
Step 3. Once the Tech Support File is generated, download the file.

The screenshot shows the Cisco UCS Manager web interface. On the left is a navigation sidebar with options like 'All', 'Faults, Events and Audit Log', 'Syslog', 'Core Files', 'TechSupport Files', and 'Settings'. The main panel is titled 'All / Faults, Events and Audit Log / TechSupport Files'. It contains a table with the following data:

Name	Oper State	Size	Fabric ID	URI
20250314133758_UCSM_logs.tar	Available	10240	B	techsupport/20250314133758_UCS...
20250320001934_UCSM-MXSVL...	Available	166635520	B	techsupport/20250320001934_UCS...

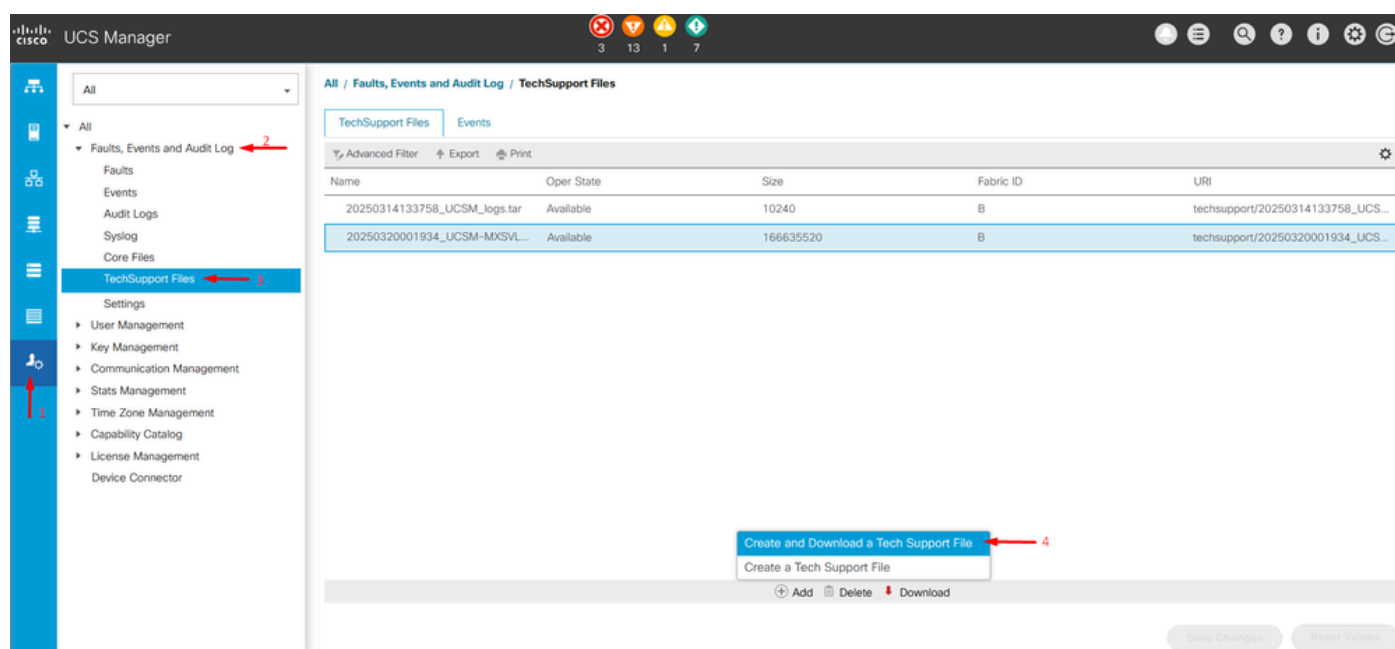
A context menu is open over the second row, with the following options: 'Download a Tech Support File' (highlighted with a red arrow), 'Copy', 'Copy XML', and 'Delete'. At the bottom of the interface, there are buttons for 'Add', 'Delete', and 'Download', along with 'Save Changes' and 'Reset Values' buttons.

Step 4. Download Core files, if required.



UCSM Managed Server/Chassis/HyperFlex Server (Includes HX, B, C, S and X Series)

Step 1. Navigate to Admin > Faults, Events & Audit Log > TechSupport Files.



Step 2. In order to download tech support:

- For Chassis Tech Support (includes B-Series Server):

Under Options, select **Chassis**. Enter the **Chassis ID** to download the tech support and click **OK**.

Create and Download a Tech Support File



Options

Create and Download a Tech Support File

☐ ucsn ☐ ucsn-mgmt ☒ chassis ☐ fabric-extender ☐ rack-server ☐ server-memory

Chassis ID :

1

CIMC/IOM

☒ CIMC ☐ IOM

CIMC ID :

all

☐ Exclude Commands
☐ Include Fabric Interconnect Trace Logs

Selecting "Exclude Commands" reduces the tech support collection time by excluding all the CLI commands from the file. Do not select this option unless advised to by TAC.

OK

Cancel

- For UCSM Managed Server (includes C, S, and Hyperflex-Series):

Under Options, select **rack-server**. Enter the **Rack Server ID** to download the tech support and click **OK**.

Create and Download a Tech Support File



Options

Create and Download a Tech Support File

☐ ucsm ☐ ucsm-mgmt ☐ chassis ☐ fabric-extender ☒ rack-server ☐ server-memory

Rack Server ID :

1

Rack Server Adapter ID :


all

- ☐ Exclude Commands
- ☐ Include Fabric Interconnect Trace Logs

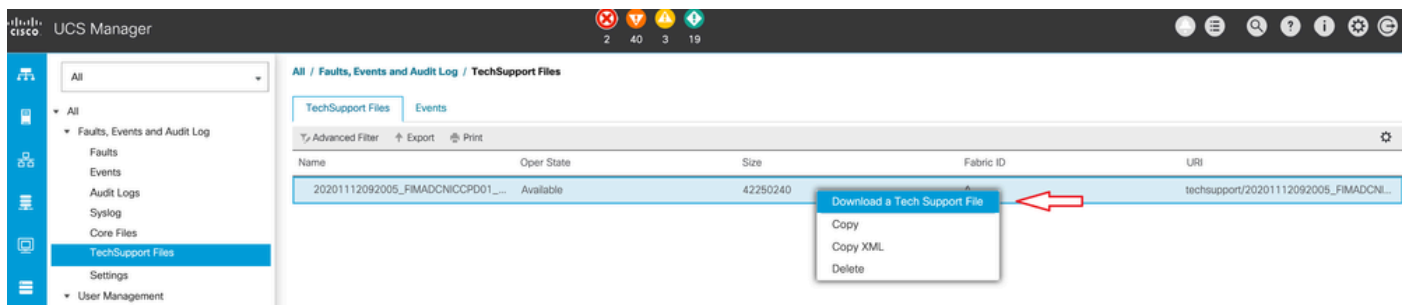
Selecting "Exclude Commands" reduces the tech support collection time by excluding all the CLI commands from the file. Do not select this option unless advised to by TAC.

OK

Cancel

 **Note:** Choose option **rack-server** for C-series and HyperFlex Servers.

Step 3. Once a tech-support file is generated, download the file.



The screenshot shows the UCS Manager interface. On the left, the navigation pane has 'TechSupport Files' selected under 'Faults, Events and Audit Log'. The main panel shows a table of TechSupport Files. The table has columns: Name, Oper State, Size, Fabric ID, and URI. One file is listed: '20201112092005_FIMADCNICCPD01...' with Oper State 'Available', Size '42250240', and URI 'techsupport/20201112092005_FIMADCNIC...'. A context menu is open over the first row, showing options: 'Download a Tech Support File', 'Copy', 'Copy XML', and 'Delete'. A red arrow points to the 'Download a Tech Support File' option.

Name	Oper State	Size	Fabric ID	URI
20201112092005_FIMADCNICCPD01...	Available	42250240		techsupport/20201112092005_FIMADCNIC...

UCS C-Series

Step 1. Log in to CIMC and navigate to **Utilities** under **Admin**.

Chassis / Summary

Server Properties

Product Name: UCS C220 M7S
 Serial Number: [REDACTED]
 PID: UCSC-C220-M7S
 UUID: [REDACTED]
 BIOS Version: C220M7 4.3.4a.0.0513242027
 Description: [REDACTED]
 Asset Tag: Unknown

Cisco Integrated Management Controller (Cisco IMC) Information

Hostname: [REDACTED]
 IP Address: [REDACTED]
 MAC Address: [REDACTED]
 Firmware Version: 4.3(4.241063)
 Current Time (UTC): Thu Mar 20 11:44:19 2025
 Local Time: Thu Mar 20 11:44:19 2025 UTC +0000 (Local)
 Timezone: UTC

Chassis Status

Power State: On
 Post Completion Status: Completed
 Overall Server Status: Moderate Fault
 Temperature: Good
 Overall DIMM Status: Good
 Power Supplies: Fault
 Fans: Good

Server Utilization

(%)

Overall Utilization (%)
 CPU Utilization (%)
 Memory Utilization (%)
 IO Utilization (%)

Step 2. Under Utilities, there are two options: **Export Technical Support Data to Remote** and **Download Technical Support Data for Local Download**.

It also shows the status of **Last Technical Support Data Export**.

Admin / Utilities

OPTION 1 **OPTION 2**

Export Technical Support Data | Generate Technical Support Data for Local Download | Import Configuration | Export Configuration | Reset to factory Default | Generate NMI to Host |

Add/Update Cisco IMC Banner | Download Hardware Inventory Data to Local Download | Export Hardware Inventory Data to Remote | Upload PID Catalog | Activate PID Catalog | Delete PID Catalog |

Disable Secure Adapter Update | Enable Smart Access USB |

Last Technical Support Data Export

Status: COMPLETED (100%)
 Last Generated Time: Wed, 19 Mar 2025 11:29:28 +0000
 Cancel

Cisco IMC Last Reset

Status: ac-cycle

Cisco IMC Configuration Import/Export

Action: NONE
 Status: N/A
 Diagnostic Message: NONE

Factory Default Status

BMC: NA
 Storage: NA

PID Catalog

Upload Status: N/A
 Activation Status: N/A
 Current Activated Version: N/A

Inventory Data

Status: COMPLETED

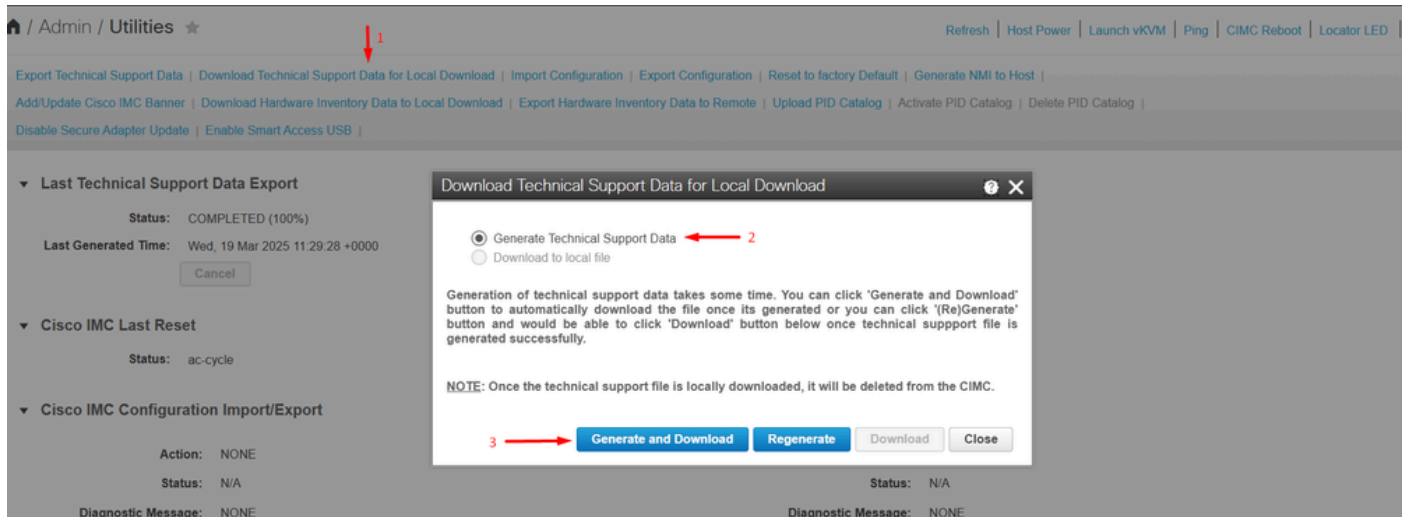
VIC Adapter Import/Export

Action: NONE
 Status: N/A
 Diagnostic Message: NONE

Front Panel USB

Smart Access USB: Disabled
 Storage Device Attached: Disabled

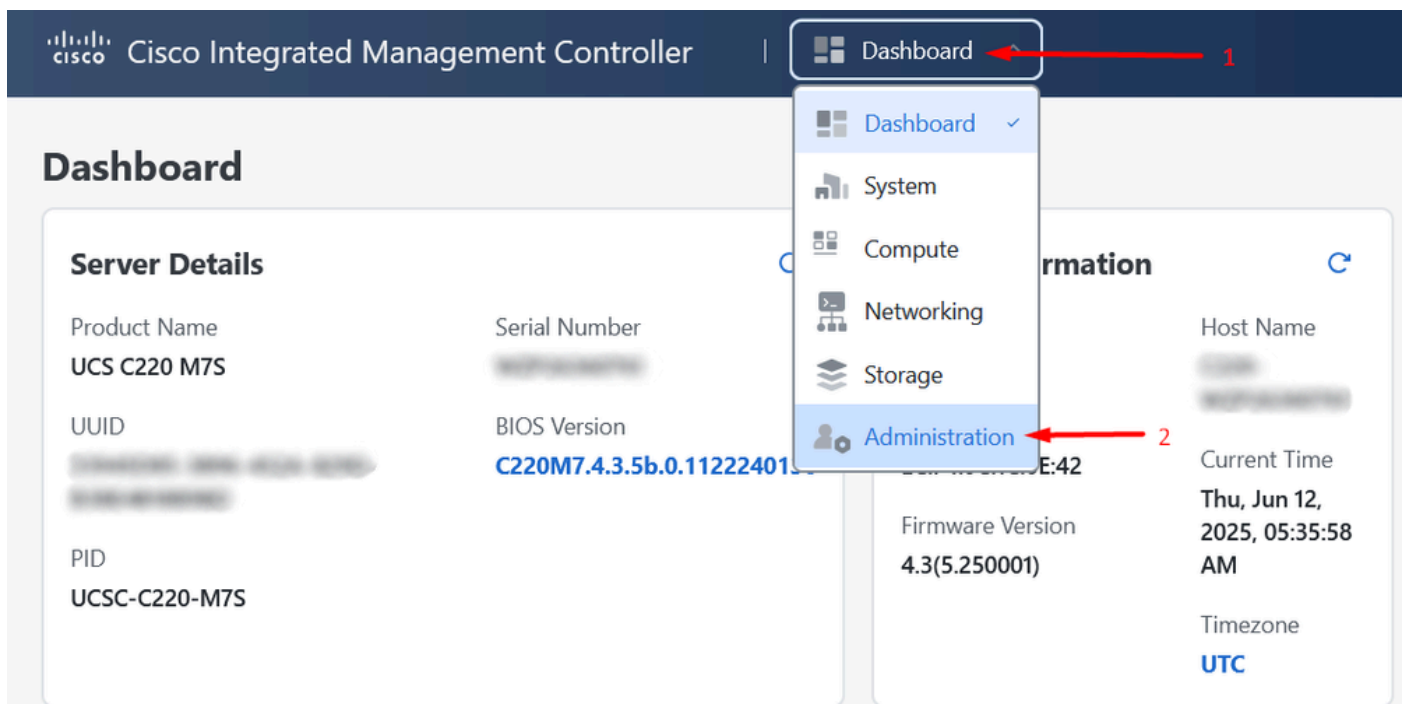
Step 3. Click **Download Technical Support Data for Local Download**, select **Generate and Download Technical Support Data** and hit **Generate and Download**.



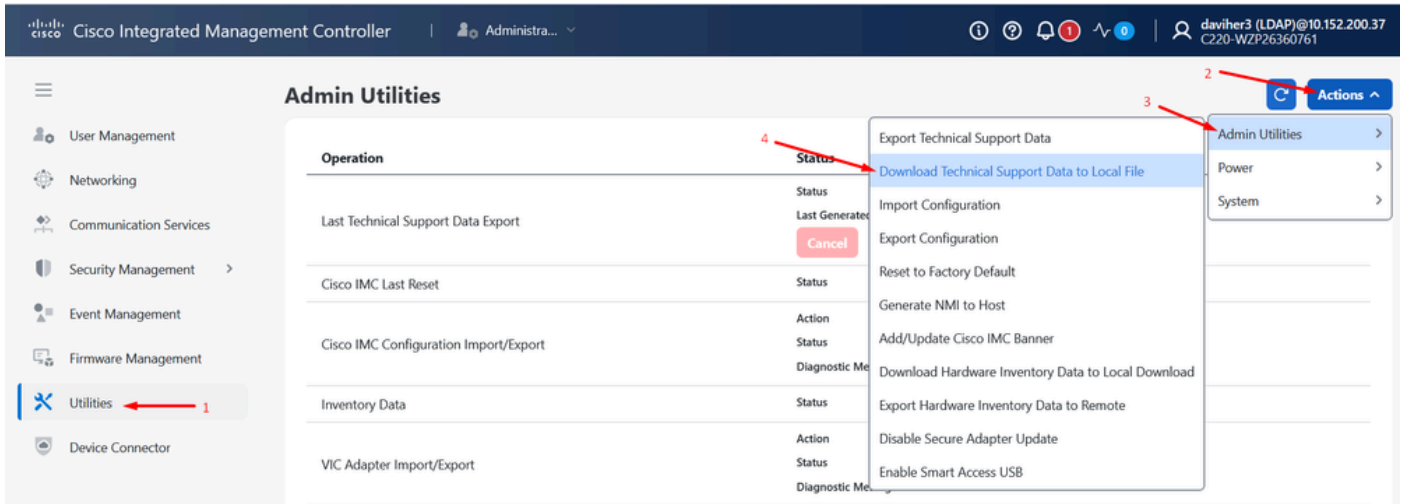
New Interface

Download the logs as shown here in the new release of UCS C-Series firmware.

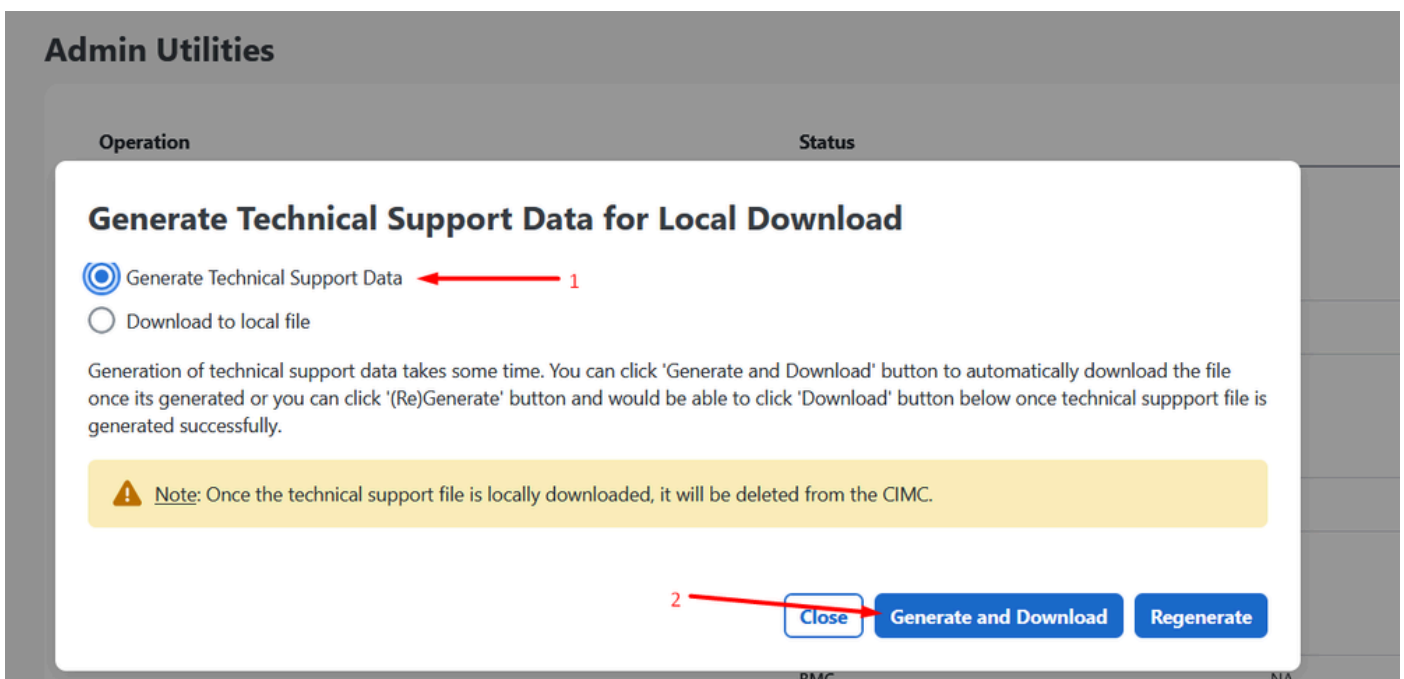
Step 1. Log in to CIMC and navigate to **Administration**.



Step 2. Under **Utilities**, navigate to **Actions** > **Admin Utilities** > **Download Technical Support Data to Local File**.



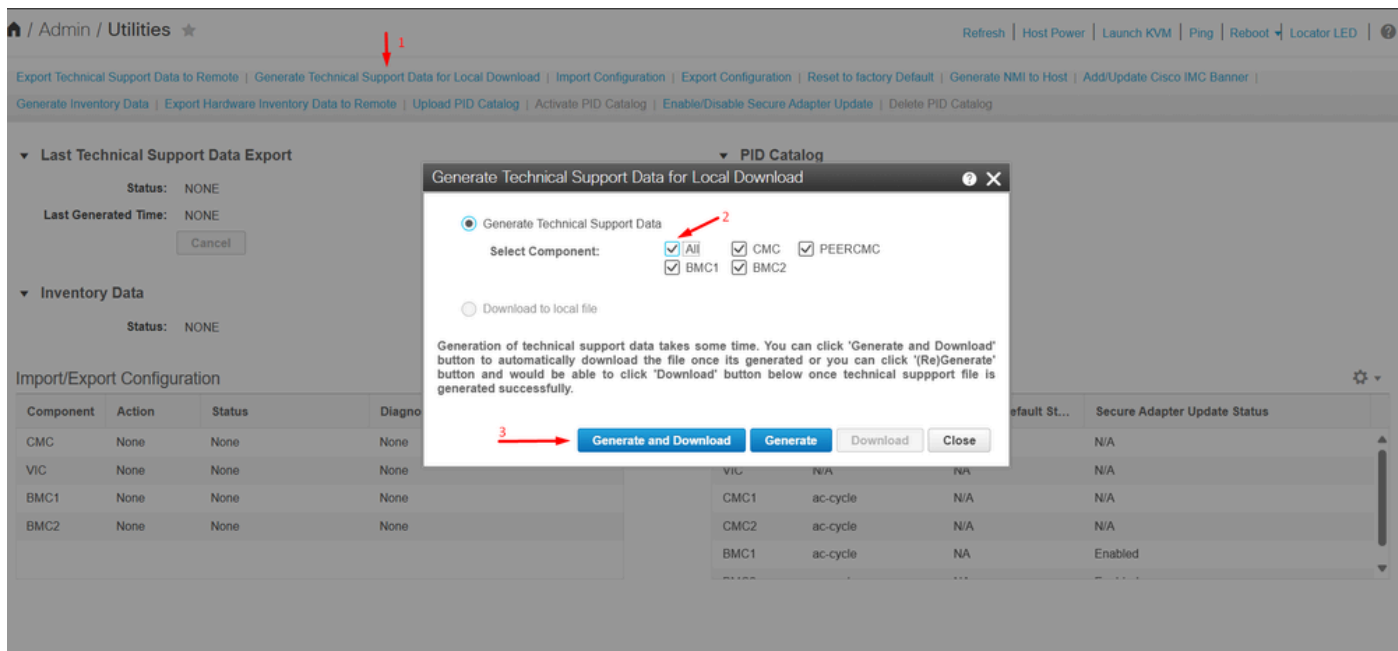
Step 3. Select **Generate Technical Support Data**. Click **Generate and Download**.



UCS S-Series

Step 1. Navigate to **Admin > Utilities**.

Step 2. Click **Download Technical Support Data for Local Download**, select **All** in **Generate and Download Technical Support Data** section and click **Generate and Download**.



Intersight

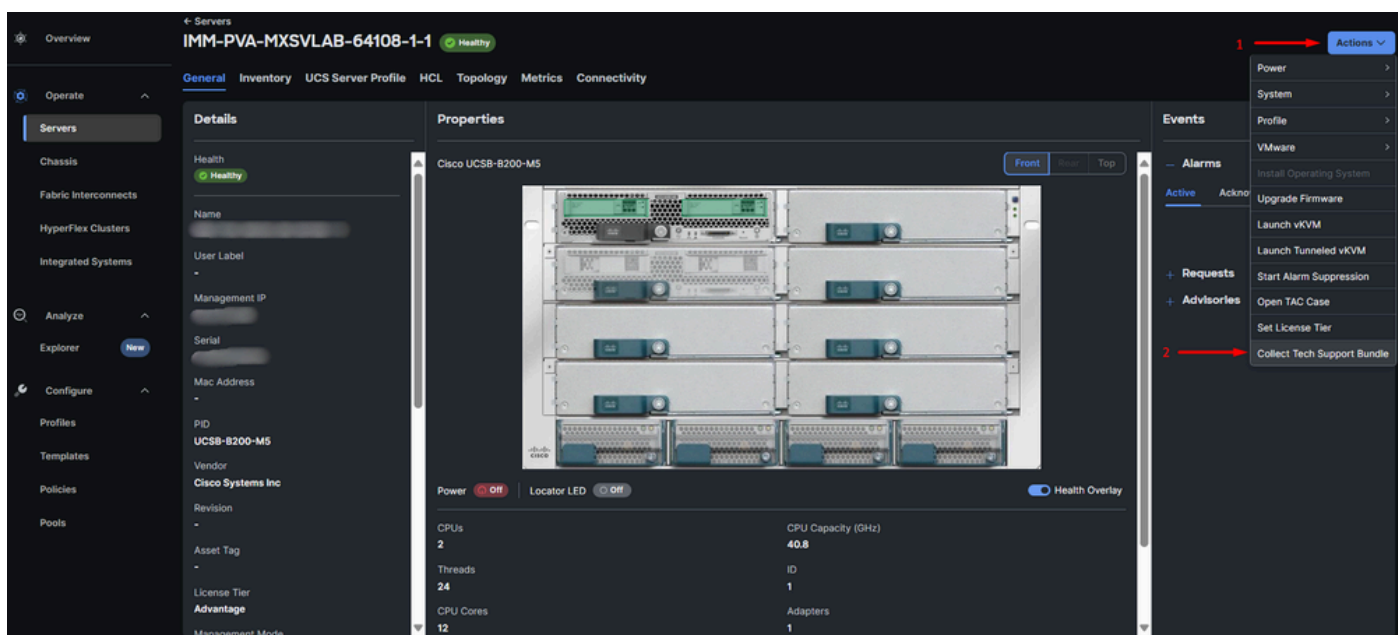
The process procedure to generate the tech support bundle for Fabric Interconnect, Chassis or Server is similar. This section is focused on the Server bundle collection.

For more details on each component, see [Collect Intersight Managed UCS Tech Support Bundles Manually - Cisco](#)

Tip: If you are in the situation where you do not have access to the Graphical User Interface of Intersight, please consult this document to obtain the logs from the Device Console: [Collect Intersight Managed Mode Device Log Bundle in Device Console - Cisco](#)

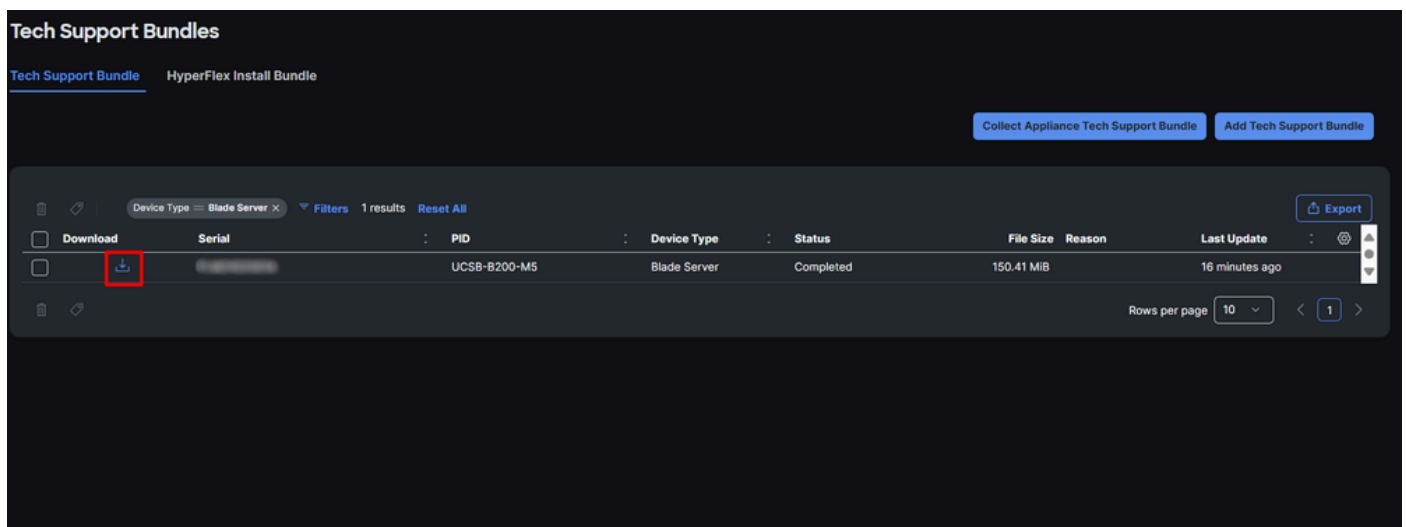
Step 1. Navigate to **Operate > Servers**. Click the server from where you want to collect logs.

Step 2. Hit **Actions** and select **Collect Tech Support Bundle**



Step 3. Navigate to **System > Tech Support Bundles**.

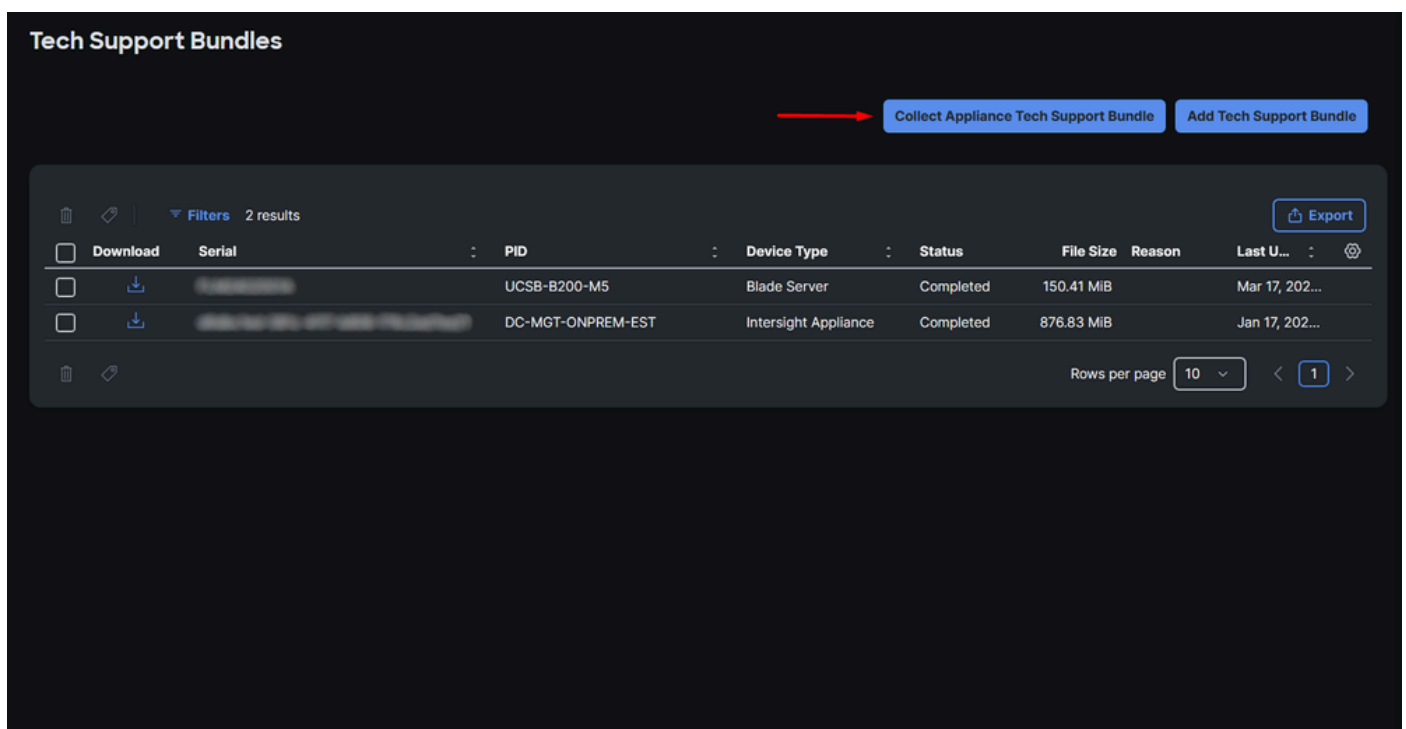
Here you can see a list with all the tech support bundles generated and those in progress. Once your bundle is complete, click on the download symbol.



Intersight Appliance (Connected or Private Virtual Appliance)

Step 1. Navigate to **System > Tech Support Bundles > Collect Appliance Tech Support Bundle**.

Select it and wait for the collection of logs.



Step 2. Click on the download symbol once your bundle is complete.

Tech Support Bundles

Collect Appliance Tech Support Bundle
Add Tech Support Bundle

		Filters 3 results						Export
<input type="checkbox"/>	Download	Serial	PID	Device Type	Status	File Size	Reason	Last U...
<input type="checkbox"/>		00000000000000000000000000000000	DC-MGT-ONPREM-EST	Intersight Appliance	Completed	955.19 MiB		9 minutes a...
<input type="checkbox"/>		00000000000000000000000000000000	UCSB-B200-M5	Blade Server	Completed	150.41 MiB		Mar 17, 202...
<input type="checkbox"/>		00000000000000000000000000000000	DC-MGT-ONPREM-EST	Intersight Appliance	Completed	876.83 MiB		Jan 17, 202...

Rows per page
10
< 1 >

Related Information

- [Visual Guide to Collect Tech Support Files \(B and C Series\)](#) (for use with older UCSM and CIMC versions)
- [Collect Intersight Managed UCS Tech Support Bundles Manually - Cisco](#)
- [Collect Intersight Managed Mode Device Log Bundle in Device Console - Cisco](#)